

EXTERNAL APPLICATION (BOLT-ON) DISTRIBUTED MODULE DEVELOPMENT AND SUPPORT TABLE

This table's purpose is to compare various differences in support and development factors between both local and leveraged external applications and standardized core applications, so developing agencies are aware of their responsibilities, in conjunction with the AOC, when running one of these types of applications. If any questions remain, please contact the AOC Architecture and Integration group at (602) 452-3541 or email the AOC support center support@courts.az.gov and open a remedy ticket describing the specific issue or question.

#	FACTORS	Local "Bolt-On"	Leverage "Bolt-On"	Standardized Core "Main Application"
	Definition:	Developed independently by local agencies to be used solely by the agency building it.	Developed independently by local agencies. With the intent to share it with other agencies.	The applications provided by the AOC.
	Examples:	Noticing program in Tucson Muni	Rural MEEDS Scottsdale "Wizard" Application for AZTEC	AJACS AZTEC JOLTS AZ JOLTS APETS
1	AJIN security compliance (AJIN Security requirements documentation is currently under review and being updated. New documentation will be provided in the future.)	Required, Until security documentation is completed, each bolt-on application will need to be reviewed for potential security risks before deployment into production. If the AOC standard architecture is followed risks should be minimized from the start. If risks are found, the AOC reserves the right to, terminate that applications access to AOC managed data.	Required, Until security documentation is completed, each bolt-on application will need to be reviewed for potential security risks before deployment into production. If the AOC standard architecture is followed risks should be minimized from the start. If risks are found, the AOC reserves the right to terminate that application's access to AOC-managed data.	Required
2	Architecture (hardware, software, development	Local tools and standards. (If the intent is for this application to eventually be	Constructed with adopted tools and standards if developed in-house; otherwise compatible vendor tools.	Constructed with adopted tools and standards if developed in-house; otherwise compatible vendor tools.

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	languages, tools, operational environment; any programming or technical standards adopted by the AOC development group)	shared, it will need to comply with the architectural standards for a Leveraged Bolt-On. Also, the local tools and standards used must not create security vulnerabilities that expose AOC servers and/or network).	(See the Enterprise Architecture Standards document located at: http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx)	(See the Enterprise Architecture Standards document located at: http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx)
3	Core application screen or code changes allowed	No	No	Yes
4	Change management coordination (notices of changes; coordinating new releases; testing and implementation planning)	At the discretion of the application owner.	Yes, with good faith effort to provide reasonable notice as well as implementation planning and coordination with all agencies using the application.	Yes
5	Changes to Core database (new tables, views or columns, or stored procedures)	No	No, except under very rare circumstances where there is tremendous value in doing so. Any changes to the core DB must be approved by the AOC.	Yes, as a managed part of each development cycle and release.
6	Help Desk Function	Local only	Level 1 calls (first point of contact) centralized to AOC (e.g. will take report and forward problem to designated support point).	Full core support for the module and interface points. Level 1 calls are centralized and delegated as needed to internal project teams and/or vendors.
7	Interface/version protection (preventing the interface between module and standard software from being broken)	None, other than standard release notes delivered with new release of core applications so a self assessment of impact can be done.	New releases containing changes that could impact leveraged bolt-on applications will be communicated and coordinated with the local agency responsible for the development of that application as to not adversely affect the functionality of the bolt-on application; however, no guarantee can be made that software released to	Standard internal AOC change management and release management practices apply.

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			production will not break an application.	
8	Maintenance of the module	Local	Responsible Agency	AOC / Vendor
9	Module (source code) owner (as “official version” and source control)	Local	Responsible Agency	AOC / Vendor
10	Module (source code) repository (if not vendor provided and/or in escrow)	Local	Responsible Agency / AOC	AOC / Vendor
11	Operational support (use of core technical staff for h/w or s/w support during operation of module)	No	Limited to trouble shooting connectivity or hardware issues under the AOC’s control.	Yes
12	Part of standard desktop image/standard software installation	No	No	Yes
13	Sharable?	No, unless it moves into the leveraged category.	Yes, must be approved by AOC and potentially COT.	Yes
14	Support model required? (documentation on who supports and problem resolution steps)	No	Yes - A local contact or vendor contact as well as module information is required for Level 1 Help Desk support calls.	Yes - Core support provided via Help Desk and Service Level Agreements.
15	System documentation with version control	Local discretion	Yes, AOC acts as repository, while local agency is responsible for development maintenance.	Yes, AOC / Vendor maintained
16	Development support from the AOC	None	Maybe, but limited to what AOC resources are available at the time of the request.	Yes

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	(resources and assistance during development and analysis; h/w or s/w help; configuring servers, installing software)			
17	Testing (of module(s), of interface and network/system impacts)	Local	Local and participating agencies	AOC / Vendor
18	Training (includes user and technical support training and documentation)	Local	Local and participating agencies	AOC / Vendor
19	Updates to core database (Add, Edit, Delete of data in existing CORE data structures)	No	No, except under very rare circumstances where there is tremendous value in doing so. Any changes to the core DB must be approved by the AOC.	Yes
20	Project Management Methodology	Local discretion	Local Discretion	Follow COT-adopted project management methodology.
21	If cost greater than \$250K	Requires COT approval	Requires COT approval	Requires COT approval